Section W

Making Corrections on Evaluations at HRC

Slide Purpose: To provide information on the process of correcting evaluations (OER & NCOER) when these OER & NCOER have been received by HRC, are visible in IWRS, and are in a HOLD or PENDING status.

Focus: OER & NCOER that have been submitted to HRC in My Forms and which are in a HOLD or PENDING status waiting for resolution of errors or potential errors. This process can be applied (most of the time) for OER which have previously been rejected for errors and never completed processing. The process for correcting previously submitted NCOER (by other methods) will be explained.

Presentation Assumptions: The reader knows:

- How to prepare evaluations and use IWRS.
- A little about corrections procedures previously used by HRC Alexandria, Indianapolis (EREC), and St Louis but also knows that these have been consolidated into one process and will recognize the difference needed for NCOER corrections.
- **All HQDA level employees prefer errors be found and corrected prior to initial submission.**
- **Most errors can be avoided by using the forms wizard to enter content.**

Use IWRS to Identify Errors

Most IWRS reports show a column for Admin Notes. When an examiner finds an error and places an evaluation "on hold for correction" the administrative notes (reasons for error) will be visible in the Admin Notes column.

Recommendation: Use IWRS reports which sort info by THRU date (you specify time period) and then sort either by Senior Rater or UIC. These give much info. These reports are described on page 18 of the IWRS User's Guide (available on line at POC website below.)

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Evaluation Status By Thru Date Details

Report will have a Thru Date within 20070401 - 20080429

With UIC W6ED24

Information reflects reports received up to: 20080424

Policy questions: (703) 325-9660 (DSN:221), tapcmse@conus.army.mil

		ID de	From Date	Thru Date	Name of Rated Soldier	Rank of Rated Soldier	Status	Admin Notes
20070426	W6ED24	SE	20060402	20070401	LESKYS VYLIUS M	MAJ	Completed	-
20070427	W6ED24	SE	20060529	20070426	GEORGE PATRICIA LYNN	MAJ	Completed	-
20070427	W6ED24	SE	20061016	20070418	IKENA RICHARD J	CPT	Completed	-

Note: I have not provided visual examples of admin notes as this is real OER information. Check your unit – see what you've got.

Basic Steps to Correct an OER at HRC

For OER Corrections

w/Errors

1. HQDA-level **examiner** finds an OER with an error.
2. **Examiner** writes explanation of error in Admin Notes section and places OER in a HOLD status. Next actions:
   - This OER stops processing until corrected and physically placed back in a WORKING status.
   - Once on HOLD, text written in Admin Notes becomes visible in IWRS reports.
3. **Units** check status of evals using any of a variety of IWRS reports. If basic information is missing or incorrect, **units** email correct information to tapcmse@conus.army.mil. It is passed to **examiner** to correct and complete eval.
4. Coordinating Instructions:
   a. Examiners reject evals when SR don't meet minimum qualifications, when negative OER are not referred, and signatures are greater than 1[illegible] days prior to the THRU date. Those cannot be corrected in-house.
   b. Emails must be sent from a POC with authority to change eval (or include rating officials on cc line).
   c. Emails must include information about rated

You may never need this process:

- Most errors can be avoided by using form wizards to add content prior to digital signature.
- Most errors are found and returned for correction to senders in My Forms prior to receipt at HQDA.

Info for Email to HRC:

- Some IWRS reports give DOCID numbers.
- Rated Soldier rank, full name, SSN (if possible but not in subject line), and THRU date of evaluation with error.

Duplicate Evaluations & Corrections

For both OER & NCOER

The most common reason for rejecting an eval once received at HQDA level is: **duplicate reports** (two evaluations having same FROM and THRU dates).

Duplicates result when:

- A sender submits multiple copies of the same evaluation
- Multiple senders submit copies of the same report.
- Rating officials redo, re-sign, and re-submit an evaluation they want to change because it reflects a status of "hold or pending" for error or they found an error after submission.

Process:

- The HQDA level application matches THRU dates identifying duplicate OER. Examiners decide which to keep. Normally, 1st OER in is processed.
- If 1st OER in is COMPLETED every OER with same THRU date received after is REJECTED without question. Admin notes for these rejected duplicates reflect "Dup" or "Duplicate." Older rejections may be blank.
- If 1st OER in is WORKING we reject the duplicate

Duplicates & Errors Impact Processing Time

- over 600 OER arrive on a light day (more for NCOER)
- up to 5000 evals arrive daily during spring & summer
- finding and rejecting duplicates and fixing errors on an evaluation disrupts flow of all evaluations
- fewer evals with errors means all evals process to OMPF faster.
- corrections (when needed) should consume as little time as possible for all parties.

Bottom line: Avoid duplicates whenever possible. Avoid errors so you don't need to submit corrections. Wait until we find errors in IWRS to submit corrections.

OER Errors and Senior Rater Profiles

Additional information concerning errors in OER which contain a senior rater profiled box check in Part VIIb:

- Errors on OER may impact senior rater profiles.
- In My Forms, all errors should result in a "return for correction" to sender as examiners normally review evals prior to acceptance.
- If OER is inadvertently accepted into HQDA with a major error it will be rejected at a later date, require redo and resubmission. Major errors are:
  - senior rater not meeting minimum rank requirements to be a senior rater (i.e., LTC cannot senior rater MAJ)
  - negative OER not referred to rated officer.
  - missing rating official signatures (only possible with ink signatures)
  - signatures falling more than 14 days prior to the THRU date.
- If OER is inadvertently accepted into HQDA with other errors, OER will be processed to point of profiling and, after profiling, is placed on hold. OER will not move to OMPF until corrected.
- Lists of uncorrected OER are periodically reviewed and units contacted when dates become old.
- Check IWRS regularly to validate eval current status and learn about errors as soon as we find them. Recommend use of IWRS reports sorted by THRU date & SR or by THRU date and by UIC.

OER not counted against Profile

OER counted against

Bottom Line: Avoid profile issues by eliminating errors. Use forms wizard to enter content (vice typing directly in Form View) and check for Top 10 Errors.

Correcting Errors on RA & USAR NCOER at HRC

Transitional Issue: 2 Different Processes

For NCOER Corrections

What: NCOER submitted electronically to HRC in My Forms after (roughly) 20 Mar 08.

1. How: Use the same set of instructions given for OER corrections on slide #3.
2. Why: We have an image of the evaluation in our HQDA level processing system and are able to make corrections to the image and keep it moving

What: For NCOER found to be in error in NCOER snapshot (roughly) before Dec 07**.

1. How: Correct the NCOER at unit level and resubmit the corrected NCOER.
2. Why: We do NOT have an image of the evaluation in our HQDA level processing system and need to have the NCOER returned

** As we get clarification on what transitioned over from previous IND and STL systems we'll be able to better define the line of demarcation.

Big Question: How will you know what method to follow?

1. Any NCOER submitted to Indianapolis by NCOER uplo
(up to 20 Mar 08) needs to be redone & resubmitted to b
corrected. Document was physically returned to the unit
2. Any NCOER mailed or emailed to St Louis up to 1 Mar 08 needs to be redone to be
corrected. Document was returned to unit.
3. Any NCOER physically mailed back to unit must be corrected and resubmitted.
4. Most NCOER electronically submitted from 20 Mar 08 in My Forms can be corrected at HRC without being redone at unit level. Contact POC first.

Most Frequently Seen Errors

For both OER & NCOER

- ❑ Signing more than 14 days prior to the THRU date (note: Training is available specifically on this.)
- ❑ Sending to HQDA before the THRU date
- ❑ Missing administrative information (i.e., UIC, telephone numbers, ranks)
- ❑ Missing YES or NO after HT/WT on OER
- ❑ Missing numeric score from APFT on NCOER with “needs improvement” in Physical Fitness
- ❑ Missing statement for APFT PROFILE status on NCOER. (note: this is optional for OER.)
- ❑ APFT date not in YYYYMMDD format or not within 12 months of THRU date
- ❑ Functional category errors on OER: (note: Training is available specifically on this topic.)
  - missing in Part Vd and VIId for all CPT OER (except JAG, Chaplain, AMEDD)
  - using Career Field (OPFC, ISCF, etc.) instead of Functional Category groupings (MFE, OS, FS)
  - making recommendations for WO, LT, MAJ or LTC OER (not allowed since May 06)
- ❑ Missing # of officers senior rated (on OER Part VIIa)
- ❑ Missing YES/NO on whether 67-9-1 was received (on OER Part VIIa)
- ❑ Missing statement in OER, Part VIIc, or NCOER, Part Ve, when Soldier is unavailable for signature.
- ❑ Inconsistent ratings on NCOER in Parts Va and Vd